

Home User Guide.

MEADOWS END, EVESHAM, WR11 2GY.

December 2008

A guide to enable occupants to understand and operate their home efficiently and how to make the best use of local amenities

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Introduction

The aim of this home user guide is to help you understand and operate your home efficiently and to make the best use of local facilities.

Your home has been built to achieve code 4 under the Department for Communities and Local Government Code for Sustainable homes (CSH). The building itself has been constructed using a prefabricated insulated timber frame which results in lower heating cost. All of the materials in your home are environmentally friendly and are from sustainable sources. To reduce water consumption the building has been fitted with water saving features such as flow restrictors and a rainwater butt.

When your house was constructed a Police Architectural Liaison Officer (ALO) carried out an inspection to ensure that it was safe and secure resulting in a secure by design certificate being awarded. During construction it also achieves a performance beyond compliance rating which is the highest rating in the Considerate Constructors Scheme. Both of these certificates can be found in the appendices at the back of the guide.

The guide itself has explanations of the equipment/features installed, how to use them effectively and maintenance instructions to ensure that your home functions as efficiently as possible. It also gives tips on how you can live a more sustainable life resulting in savings on energy, water and household running costs.

It also gives details of your local waste collection services such as; the days of collection and what to do with bulky waste items. If you are planning to carry out DIY it makes suggestions on products that would be most suited to your property. It gives addresses and contact numbers for your local GP, Post Office, Supermarket and other local amenities. If you are planning a day out, look no further as the guide also suggests areas of interest such as nature trails, parks and historic places near to this rural market town.

1. Environmental strategy/design and features

1.0 Systems in place

SUDs

Sustainable (Urban) Drainage Systems are designed to reduce the potential impact of new and existing developments with respect to surface water drainage discharges.

They are designed to replicate natural systems that use cost effective solutions with low environmental impact to drain away dirty and

surface water run-off through collection, storage, and cleaning before allowing it to be released slowly back into the environment, such as into water courses.



Conventional drainage systems are renowned for flooding and polluting of the environment and as a result can cause harm to wildlife & habitats and can contaminate groundwater sources which are used for drinking water. The system at Meadows End, which includes permeable paving has been designed by a hydrologist to be easily managed and will require no maintenance.

SUDS use the following techniques:

- source control
- permeable paving such as pervious concrete
- storm water detention
- storm water infiltration
- evapo-transpiration (e.g. from a Green roof)

Air Source Heat Pump

Your home has been fitted with **Daikin Altherma Air Source Heat pump**. These heat pumps are highly flexible, energy efficient home heating system that extracts the heat from the outside air, raises this heat to a higher temperature and then distributes warmth around the home.



At the heart of the system lies an air to water heat pump. Because of this advanced technology, three quarters of the heat generated by the Daikin Altherma system is from a renewable energy source, the air around us, and therefore absolutely free of charge! It offers triple the efficiency of the most efficient boilers and produces 2/3^{rds} of all heating and hot water required for your home. This can save you

on average £270 on yearly fuel costs compared with running an energy efficient A-rated boiler.

Operating instructions

To adjust the temperature in your home to a comfortable level and to save energy when you are away you will need to adjust the thermostat which is located in your hall there are three setting which you can use;

Auto (automatic) will set your heating to a preset temperature program which can be personalised.

Man (manual) this mode acts as a simple thermostat which has fixed set points throughout the day. The set point can easily be adjusted from 5°C – 35°C using the up and down keys.

Off mode sets the thermostat to the minimum of 5°C that acts as a frost prevention measure

Solar Photovoltaic (PV)



Your home has been fitted with a [Sharp ND126](#). These panels have been chosen for your home as they are high performance photovoltaic modules with an efficiency of up to 13%. They work by generating electric power by using solar cells to convert energy from the sun into electricity. Solar cells produce direct current electricity from sun light, which can be used to power equipment with any surplus electricity being fed back into the National Grid.

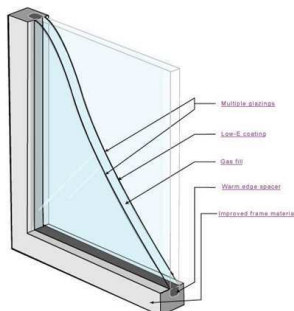
features and benefits:

- As solar energy harnesses the energy from the sun, it produces none of the CO2 emissions of using fossil fuels
- solar panels can be fully recycled
- Sharp ND126 requires minimal maintenance and is extremely robust

Prefabricated Timber Frame

Timber frame construction has developed significantly over recent years and is seen by the industry as an excellent way to meet demand for more energy-efficient homes while helping to reduce CO2 emissions and help mitigate the effects of climate change.

Your home has been constructed using [Prestoplan's closed panel system](#) which is pre-assembled wall panels and typically include insulation, moisture control layers and the weathering envelope. The benefits of this type of construction is speed of construction, improved quality may be improved due to more co-ordinated supply chain processes and production in controlled factory environments.



Low-E Glass

Low-emission glass (Low-E) is a clear glass that has microscopically-thin coating of metal oxide. This allows the sun's heat and light to pass through the glass into the building. At the same time it blocks heat from leaving the room, reducing heat loss considerably. It

increases the energy efficiency of windows by reducing the transfer of heat or cold through glass. That means in the winter your house stays warmer, and in the summer it stays cooler.

Certified Timber

All the timber used in your home is Certified Timber which has been sourced from responsibly managed forests. This ensures that your home has not caused unnecessary damage to the environment when sourcing construction materials for your home.



2. Operational instructions

2.0 General

Window operation & care

Whitaker & Co windows are designed and constructed to require minimum maintenance. PVCu frames are chemically stabilised to prevent discolouration and should only require an occasional clean with warm water and detergent to prevent a build-up of dirt and pollutants.



Listed below are some useful do's & don'ts which have been taken from [Whitaker & Co](#):

DO

- Clean the glass regularly with a liquid spray glass cleaner
- Occasionally wash the PVCu with warm soapy water and wipe dry
- Use PVCu cleaner on isolated stubborn stains by applying with a damp cloth
- Always ensure that the drainage slots are kept unblocked and free of dirt etc
- Keep hinge and locking gear tracks clear of dust and debris to reduce wear

DON'T

- Use glass cleaner on PVCu
- Use coloured glass cleaner
- Use abrasive past cleaner
- Use excessive pressure
- Use high pressure or steam cleaners
- Use any type of bleach, solvent or adhesives
- Use any unspecified tools or abrasive papers such as sandpaper

Door operation

Your timber doors have been supplied by [Masterdor](#) and the French doors provided by [JCK Joinery](#) as they provide a quality product that is durable, reliable, and environmentally efficient that meets the secure by design standard.

Minimising condensation

Although you can not see it there is always moisture in the air. This can appear as condensation and be seen as steam or mist on your bedroom windows in the morning, in the bathroom mirror or from your 'breath' that you can see when you go out on a cold day. It mainly appears in cold weather and is found on the coldest surfaces or in places where there is little or no movement of air. You will find it in the corners of rooms, or near windows or behind furniture. It mostly appears on north facing walls which are colder because they don't get the sun.

The damp caused by condensation can cause mould to grow on walls, fabric and furniture which eventually leads to rotting. It can also cause paint to blister and wallpaper to peel off. Mould gives off tiny seeds called 'spores' - these spores float in the air (this is how it spreads) and can make conditions such as Asthma.

Modern construction techniques such as insulation to walls, draught proofing on doors and sealed window units have made it easier for you to keep your home warm by minimising draughts and stopping heat escaping from your home. But these improvements also stop moisture escaping. To reduce the risk of condensation in your home a control system this is known as Mechanical Ventilation Heat Recovery (MVHR). Please see section one for further details.

There are a number of things you can do:

Make less moisture

- Wipe the water from your windows and sills with a cloth, but make sure you wring your cloth out in the sink and don't put the wet cloth on a heater to dry. Putting a wet cloth on a heater allows the water to evaporate back into the air which means it will re-appear as condensation when the temperature drops.
- Don't dry washing inside your home. All the water from your clothes will go straight into the air and as soon as the air cools you will get condensation on your windows and walls.
- Put lids on your saucepans when you cook. This keeps steam in the pan and saves money on your fuel bill.

- Vent your tumble drier outside. If your dryer is not self condensing make sure you put the hose out of a window to ensure the hot, moisture filled air produced by the machine does not condense inside your home. Opening a window is not enough. You can get hose kits from most electrical & DIY stores.

Increase the Ventilation

- Use the trickle ventilators in your windows. You need a good air flow to help get rid of moisture which is produced in your home all the time. Modern windows have pull down flaps to help ventilate your home. Keep these open as much as possible so damp air can escape.
- Open a window when cooking and after showering/bathing. Boiling pans, hot baths and showers produce lots of steam. Opening a window ensures this steam condenses outside rather than inside your home.
- It also helps to keep your kitchen and bathroom doors shut when these rooms are in use for about 20 minutes after to stop moist air getting into other rooms. When your kitchen, bathroom or other rooms are not in use leave doors open so heat can spread evenly through your home.

Allow air to circulate

- Do not put furniture against the outside walls of your home. The inside walls (between rooms) are always warmer and are therefore less prone to condensation. Leave a gap between the wall and the furniture so air can circulate and ensure that wardrobes and cupboards are properly ventilated to prevent mould growing inside.

Keep your home warm

- When moisture condenses on your walls it makes them colder. This causes you to lose heat and increases the risk of mould growing. It then takes more energy to heat your home to a comfortable temperature which costs more. Heating your home efficiently

helps reduce condensation and could save money on your heating bills. Try to keep your home above 18°C (63°F) - most people find a comfortable heat is around 21°C (70°F). Condensation is sure to occur if you let your home fall below 18°C.

Remove mould as soon as you find it

- You MUST remove mould as soon as you find it to stop it spreading and causing more damage to your home. You can get special cleaning products from DIY stores (always follow the manufacturers instructions) or use a good quality bleach mixed 1 part bleach to 4 parts water (but remember bleach may take the colour out).

Care of Kitchen

Premiere Kitchens' units are designed to give many years of reliable service in normal



household conditions. However it should be noted that the product is a piece of fitted furniture and should be treated with care, paying particular attention to the following areas.

Cleaning of Doors and Drawer Fronts

- These should be cleaned using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.
- Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Avoid excessive water or any other liquid.

Cleaning Interiors of Units

- Brush out any loose dust etc. The interior should then be cleaned using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.
- Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Particularly avoid saturating the unit bottom with excessive water or any other liquid.
- Drawer Boxes system is designed to operate under a maximum load of 25kg. Do not lean on partly opened drawers as this may cause the drawer box to part from the drawer runner.
- To remove drawer boxes pull out the drawer box until it resists. Tip the front upwards to disengage the box from the runners.

To clean drawer boxes

Remove drawers from the units and brush to remove loose dirt etc. Clean the drawer box using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.

Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Particularly avoid saturating the drawer bottom with excessive water or any other liquid.

General Care

1. Never place hot cooking utensils taken straight from the hob or oven directly onto the worktop surface as this will cause damage. Use heat resistant mats. The Duropal laminate is tested to a temperature of 180c. Boiling water and cooking splashes will therefore do no harm to the surface of the worktop.
2. Do not allow water or other liquids to stand on the worktop or collect around joints and cutouts. Wipe away immediately.
3. Check the seal around all inset sink tops, hob cut-outs, end caps, jointing strips etc. thoroughly in order to ensure no moisture penetration. Always use a sealing agent on exposed chipboard edges and if an edging becomes loose or is damaged have it replaced immediately.
4. Do not cut objects directly on the worktop always use a chopping board for preparing food.

Cleaning Worktops

The major advantage of Premiere Kitchens' worktops is that the HPL surface makes cleaning so simple. Usually a moist cloth is sufficient, but use washing-up liquid to get rid of any grease. Stubborn dirt can be removed with an organic solvent such as methylated spirits or alcohol. Brushes with soft nylon bristles may be used for textured surfaces to ensure a more thorough cleaning but abrasive scouring pads, creams and even polishes should be avoided.

2.1 Electrical

Smoke alarm

Your home has been fitted with an Aico Ei154TL heat alarm and a Aico Ei156TLH optical alarm. Both of these alarms run off mains power and in the event of power failure have a rechargeable battery backup which can last up to 6 months without a mains power supply.



- The green indicator shows that mains power is present and every 40 seconds the red light will flash to show that it has self tested.
- Pressing the button will test the alarm and sound the horn while suppressed
- When the battery is empty the alarm will flash and beep every 40 seconds to indicate it needs recharging
- Alarm has a 5 year guarantee

Internal Lighting

- Fluorescent kitchen lighting

Single 36W fluorescent batten with acrylic diffuser aluminium extrusion construction
Suitable for 1 x 36W

- Bathroom & Cloakroom

R282D+LE complete with 28W 4 pin lamp. It has a 3 hour maintained emergency duration.

- Lighting in other areas

MEM 1260 3 pin 15 watt lamps BC3 pendant set for low energy

Shaver light/socket

Stylish range of dual voltage diffused bathroom Shaver lights with pull cords. Designed for easy installation and safe reliable operation. The Shaver Socket will operate with the light switched off.

Electrical consumer unit

A MEMERA 2000 Consumer Unit which meets all British and international standards.

External lighting

BH24BPIR 23W Low Energy Bulkhead (with PIR)

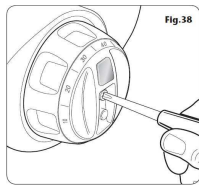
2.2 Sanitary Ware

Shower

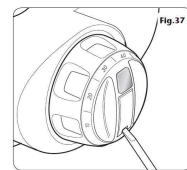
The Triton Dove Eco shower that has been installed requires regular cleaning. The showerhead **MUST** be regularly cleaned to remove scale and debris.

Adjusting the Maximum Temperature Stop

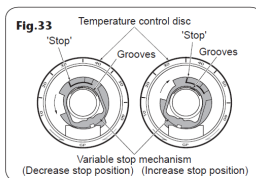
Should you need to alter the maximum stop position at some time in the future, proceed as follows:



Using a thin bladed screwdriver remove the temperature knob trim (**fig.37**). Unscrew the central fixing screw (**fig.38**) and remove the temperature control to reveal the mechanism. Remove the temperature control disc.

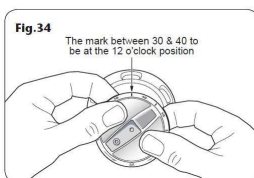


The control disc houses the variable stop mechanism (**fig.33**).

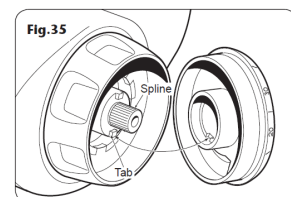
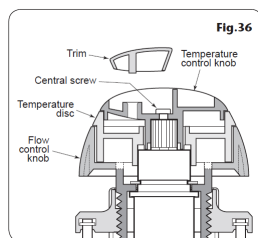


To increase the temperature stop setting, reposition the variable stop mechanism clockwise within the arc of the grooves. To decrease the temperature stop setting, reposition the variable stop mechanism anticlockwise within the arc of the grooves.

Rotate the temperature spindle clockwise (hotter) or anti-clockwise (cooler) until the desired maximum showering temperature is reached. Only adjust when the hot water is at its usual supply temperature.



Set the variable stop mechanism at the preferred position, place the temperature control knob inside the temperature control disc making sure the control knob locks out tight against the stop. Holding the temperature disc and knob firmly together, refit into the flow control knob such that the line between '30' and '40' on the disc is at the 12 o'clock position (**fig.34**). Carefully place so the disc engages onto the two protrusions (**fig.35**) while at the same time the temperature knob locates onto the spline without rotating it. Turn shower on and off several times and check the maximum setting is correct and that it locks out against the variable stop. Fit the central screw and knob trim (**fig.36**).



Kitchen taps

Java Single Flow Monobloc Sink Mixer kitchen sink tap with a swivel spout and a flow rate of 4 litres per min

Toilets

The Galerie FLUSHWISE WC which has won the Waterwise Marque is a dual flush that operates using 4 or 2.6 litres of water.

Hand basin

Java Mono Basin Mixer With Pop Up Waste Chrome Plated and a flow rate of 4 litres per min

3. Energy

3.0 Low energy light fittings

Depending on how long your lights are in use every day, just one energy saving light bulb could save you on average around £2.50 a year. And the light bulb will last around 10 times longer than a standard bulb and could save you around £40 before it needs replacing.

Fitting all your light with energy saving bulbs and you could save around £37 a year and £590 over the lifetime of all of the bulbs.

These savings take into account the higher cost of energy saving light bulbs. With prices starting from £1 - £2, you'll usually recoup the extra outlay within a year.

Energy saving light bulbs use between a fifth and a quarter of the electricity of ordinary bulbs to generate the same amount of light. So where you'd normally use a 60W bulb, you'll only need an 11-14 Watt bulb.

Standard bulbs	Energy saving equivalent
25W	5-7W
40W	8-9W
60W	11-14W
100W	20-23W

3.1 Details of EU labelling scheme for white goods

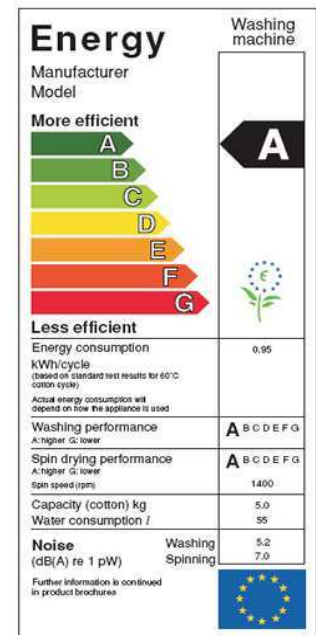
The EU Energy Labelling scheme is a compulsory requirement for all white goods and home appliances sold within the EU. It allows consumers to clearly see the efficiency and energy consumption of a product.

The system used by the EU Energy Label runs from A to G and primarily shows energy efficiency. Other details shown by the scheme including various performance related ratings (also scaled A to G).

Since its introduction in 1995, the EU Energy Label has become a widely recognised and respected guide for manufacturers and consumers alike.

The scheme covers; Dishwashers, Washing Machines, Freezers, Fridge Freezers and Refrigerators.

All of which require a D rating or above.



3.2 General information on energy efficiency

One of the key considerations when your house was being designed was the needed to be energy efficient so your home was built using the latest construction methods and environmentally friendly products. There are simple steps that you can take that will also improve your home's energy efficiency. With help from the Energy Saving Trust here are some simple steps that you can take;



Turn your thermostat down. Reducing your room temperature by 1°C could cut your heating bills by up to 10 percent and typically saves around £55 per year. If you have a programmer, set your heating and hot water to come on only when required rather than all the time.



Is your water too hot? Your cylinder thermostat should be set at 60°C/140°F.



Close your curtains at dusk to stop heat escaping through the windows and check for draughts around windows and doors.



Always turn off the lights when you leave a room.



Don't leave appliances on standby and remember not to leave laptops and mobile phones on charge unnecessarily.



Only boil as much water as you need (but remember to cover the elements if you're using an electric kettle).



If possible, fill up the washing machine, tumble dryer or dishwasher: one full load uses less energy than two half loads.



A dripping hot water tap wastes energy and in one week wastes enough hot water to fill half a bath, so fix leaking taps and make sure they're fully turned off.

4. Water Use

4.0 Water saving measures and tips

Considerations have been made to limit the amount of water used in your dwelling these include; All wash hand basin taps have flow regulators which limits the flow to 4 litres per minute. The toilets have a 4/2.6 litre dual flush which gives the option to save water. The bath has an overflow of 140 litres which is 40 litres less than a conventional bath and your electric shower has a flow rate of below 6 litres per minute.

There are also simple steps that you can take to reduce your water consumption which will help to save you money and water usage.

- Take a shower rather than a bath
- Don't run the tap whilst cleaning your teeth
- Only boil as much water as you need when making drinks
- Don't leave taps dripping - repair any worn washers
- Only wash full loads in washing machines and/or dishwashers
- Water remaining after boiling eggs can be cooled and used to water plants as this is high in nutrients as is the dirty water taken from a fish tank
- If you drink tap water and normally run the tap for a while to ensure the water is cold, collect this initial supply either in your kettle or to water plants etc. alternatively, instead of waiting for it to run cold keep a jug of water in the fridge.
- Wash vegetables in a bowl rather than under a running tap.

4.1 External water use and efficiency

There are also saving that can be made for external water use. Your home has been provided with a water butt that gives you a supply of up to 200 litres of rainwater which can be used for general gardening purposes or even washing your car.

Tips for outdoor water use

- When gardening try to use a watering can, a drip irrigation system or a hosepipe with a trigger and better still connect it to your water butt. This allows for sensible water wise gardening, whilst still conserving supplies.
- Pressure washers use a lot of water. Use them sparingly and think about what you are doing. If must use one to wash your patio furniture or bike, why not do it on the lawn so the water gets recycled.
- Lots of people use bathwater on their garden. Remember this is dirty water. Use it immediately and never store it. Do not use it on fruit or vegetables or near children.
- Use a trigger nozzle on your hosepipe to halve the water used and direct the water flow to the roots of your plants. Alternatively by using a watering can you can significantly reduce the amount of water wasted.
- Your roof collects about tens of thousands of rainwater each year. This could fill your water butts hundreds of times with free water.
- Use a bucket and sponge to wash your car. Just 30 minutes with a hosepipe will waste hundreds of litres. And, using a bucket will give your car a much more precise wash. If you must use a hosepipe, attach a trigger nozzle.
- Use mulch and bark in your garden to reduce evaporation by up to 75%
- Think about mixing some drought resistant bedding and perennial plants to your garden to add diversity.

5. Recycling and waste collections

5.0 Your household refuse and recycling service

Wychavon district council provides a number of services for residence within the Borough.

- These services include: recycling, refuse, food waste, garden waste collections & Household recycling centres

The collection dates for the applicable services are as follows;

	Days	Frequency
Recycling (Green)	Wednesdays	Fortnightly (opp. week to green bin)
Refuse (Black)	Wednesdays	Fortnightly (opp. week to blue bin)
Food waste (Caddy)	Wednesdays	Weekly collection
Garden waste (Brown)	Wednesdays	Fortnightly same as green bin

- Recycling (green bin, garden waste and food waste)

The green bin recycling collection is a fortnightly service collect on alternate weeks to the black refuse bin. Please ensure your green bin is placed at the kerbside by 7am next to your larger food caddy.



Each dwelling is provided with a blue bin for recycling. If you do not have a blue bin or would like to order an additional recycling bin please telephone the Council on **01684 295010**.

The blue bin may be used for recycling the following materials:

- Food and drink cans (please give them a rinse)
 - Newspapers & Magazines
 - Plastic bottles
 - Drink cartons (Tetra-Pak)
 - Catalogues (no hardbacks)
 - Office paper, envelopes - no shredded paper please
 - Glass bottles and jars (no milk bottles, drinking glasses or broken glass)
 - Light weight cardboard such as cereal boxes, paper roll liners, food boxes and so on.
- When possible, please flatten and tuck inside one of the card boxes

- Refuse collection (Black bin)

All rubbish collected in the black bin goes to landfill. We encourage all residents to recycle as much as possible before putting anything in the green bin. This reduces the impact on the environment and Under the Duty of Care regulations, all householders need to ensure that their refuse is passed to authorised carriers only. **Householders not taking reasonable measures to do so could face fines of up to £5,000.**



Refuse collection guidelines:

- All rubbish must fit in the black bin and the lid must be closed.
- Rubbish placed at the side or on top of the black bin will not be collected
- Put your food waste caddy next your green bin for collection. The same crew will collect the food waste in a separate compartment one the vehicle.

Collection day changes

When there is a Bank Holiday in the week, the refuse is usually collected one day later. Separate arrangements are made for the Christmas/New Year period.

The Council will supply householders with a black wheeled bin for domestic refuse for an additional charge. To order a bin, please telephone the Council on 01386 565018. Delivery can take up to 14 days.

- Food waste collection

Wychavon District Council operates a food waste collection on a weekly basis.

How to use the weekly food waste collection

1. Line the small caddy with a **compostable liner** or newspaper
2. Use the smaller caddy in the kitchen to collect the food waste
3. Every few days transfer the food waste (and the liner) to the larger caddy
4. Put the larger caddy outside next to the correct bin, every week for collection

The food waste is then collected weekly which is then taken to the Forest of Dean where it is turned into compost

Caddy Facts:

Caddies are lockable. Rotate the handle to the front of the caddy and it locks. This prevents pets and pests getting inside.

Using a liner will keep the caddy clean but it is recommended that every few months they are washed out with warm soapy water. The water can be tipped down the drain (it's just like dirty washing up water). Caddies are dishwasher safe up to 60°C.

- Garden waste collection

The Garden Waste Collection scheme was introduced in March 2006 in response to government targets for increased recycling. Since its introduction, there are now over 12,000 residents subscribing to the scheme. This has prevented over 10,000 tonnes of compostable waste from going to landfill.



How does it work?

Residents subscribe to the scheme by ordering and paying in advance annually. Customers then receive a loaned green wheelie bin in which to keep their garden waste. The bin is normally delivered within 28 days of your subscription payment being taken. It will be emptied fortnightly, on the same day that your green refuse bin is emptied. You will need to ensure that **the brown bin is put out by 7am on the day of collection**. The brown bin is emptied fortnightly, on the same day that green bins are emptied. The cost of one year's subscription is £32.

The bin can be used for items such as; *hedge & shrub clippings, grass cuttings, and leaves etc.*

How to subscribe/renew your subscription

Whether you're subscribing for the first time or renewing your subscription, there are various payment methods available.

- To pay online (renewals only)
- To pay over the phone using a credit/debit card, please call **01386 565005**.

Important: Please note that kitchen waste (peelings, cooked food, etc.) and animal waste (faeces, bedding, etc.) must **not** be put into the brown bin. This is a legal restriction, introduced after the BSE crisis, to prevent the spreading of bacteria. As garden waste is composted in the open air, contamination from kitchen and animal waste can cause

widespread distribution of bacteria, leading to viral outbreaks such as BSE (mad cow disease) and Foot-and-Mouth disease. **If either of these is found in the brown bin, it will not be emptied.**

All garden waste must be put into the green bin *loose*, not in bags, or we will be unable to empty the bin. Additional bags of garden waste are also unable to be collected. Please remember that you are not allowed to put any garden waste in your green refuse bin.

If you require further assistance with any of your house hold waste needs please contact Client Services at Wychavon District Council.

Telephone 01386 565018 (9am-5pm, Monday-Friday)

E-mail: client.services@wychavon.gov.uk

5.1 Information on recycling bins and there location

In your kitchen cupboard you will find a single 30 litre recycling bin. This is to make it more convenient and encourage recycling.

5.2 Information on compost bins and there location

Your home has been provided with a compost bin which is located in your back garden next to your shed and is accessible from the footpath. It can be used for disposing of garden waste and house hold organic waste such as; [tea bags](#), [uncooked vegetables](#), [fruit](#) and [egg boxes](#). Please keep out; [meat](#), [nappies](#), [dairy products](#) and [animal foul](#).

For further information please visit; www.recyclenow.com

5.3 What is WRAP?

WRAP is a non-profit organisation that is supported by government funding. Its main aim that is achieved through working with partners is to prevent waste, promote recycling and develop markets for valuable products. WRAP works with the public providing information and tools that support recycling and reduces food waste. This helps bring measurable gains to the economy and long term benefits to the environment.

If you would like guidance on recycling and sustainable waste disposal please visit their website for further information; www.wrap.org.uk

6. Sustainable DIY

If you are planning to carry out DIY it is important to choose the most suitable materials for the job. Here are some tips to ensure that you chose products that are sustainable, are non-hazardous and are suited to your home.

Fixings – it is important to remember that your house is constructed using a timber frame so when putting up a picture frame for example you will need to check exactly what you are screwing into. It will be either plasterboard or into the stud wall, in the case of it being plasterboard you will need a cavity wall fixing. If it is stud you should be able to screw directly to the wall. If you are in any doubt you should contact a professional as it is essential that know exactly what you are screwing/drilling into prior to starting.

Timber – the timber you choose can have an impact on the environment. Materials that are less environmentally damaging do not necessarily cost more, often perform well, and many are widely available. For example:

- using reclaimed wood saves energy and resources

When buying timber from a merchant it is important to know where it has come from. Buying timber that is FSC (Forestry Stewardship Council) certified or has a CoC (Chain of Custody) will ensure that it has come from a sustainable resource.

Paints & Finishes - When choosing a paint or finish try to find one with a low environmental impact:

- if you have the choice, choose a product without a hazard warning on the label
- (a black symbol on an orange or yellow square, with a description of the hazard)
- 'natural' or 'all natural' paints, milk paints and white washes can contain less harmful substances than ordinary paint
- calculate how much paint you need and try not to buy too much - a lot of paint that people buy is never used
- look for the European Ecolabel for indoor paints (this means that they have a lower impact on the environment)

Volatile organic compounds (VOCs)

Most paints contain VOCs, which can be harmful to humans, wildlife, plants and even building materials. New legal limits have been introduced for VOC content in paints and varnishes used around the home. VOC content must now be displayed on all such products:

- choosing the appropriate product with the lowest VOC content you can will help reduce harmful effects

Think twice about projects that consume energy

Some DIY projects will increase your energy usage significantly, increasing fuel bills and your contribution to climate change. If possible:

- try to avoid putting heating in your conservatory, as few conservatories are well insulated and much of the heat is likely to be lost
- think about using solar power for water features and lighting in your garden

Manufacturing tools uses energy and resources, but many are hardly used. The average drill is used for less than 15 minutes in its entire lifetime, so consider borrowing or hiring instead of buying.

7. Smoke Alarm information

Your home has been fitted with an Aico 154 smoke alarm which can be found in the hall of your property and a heat alarm has been fitted in the kitchen. Both of these alarms run off mains power and in the event of power failure have a rechargeable battery backup which can last up to 6 months without a mains power supply.

- The green indicator shows that mains power is present and every 40 seconds the red light will flash to show that it has self tested.
- Pressing the button will test the alarm and sound the horn while suppressed
- When the battery is empty the alarm will flash and beep every 40 seconds to indicate it needs recharging
- Alarm has a 5 year guarantee

8. HUG (Home User Guide) alternative formats

If you require a copy of this guide in an alternative format please contact Markey Construction

Markey Construction

Unit Q1
Quadrant Distribution Centre
Quadrant Way
Hardwicke
Gloucester
GL2 2RN

01452 886 155

info@markeyconstruction.co.uk

Electronic versions can be found at the following address

www.markeyconstruction.co.uk

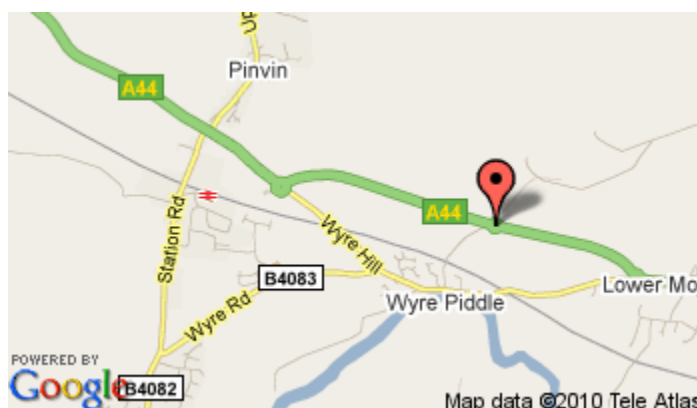
Please note there is a charge for this service

9. Recycling and waste

9.0 What to do with waste that is not covered by the standard weekly collection

If you have waste that is not covered by your weekly collections here are some suggestions to how it can be disposed of;

Household recycling centres



Worcestershire County Council provides Household Recycling Centres (HRCs) for domestic use. At these sites, even more items can be recycled than at neighbourhood recycling banks. The nearest Household Recycling Centre (HRC) is located Piddle Brook Lane, Wyre Piddle, WR10 2LW, which is 7 miles from Meadows End. For details on how to reach the Household Recycling Centres please see below. The facility is open all year round except Christmas Day (25th December), Boxing day (24th December) and New Years Day (1st January).

Opening times are from 8.00am until 6.00pm.

The operation of the HRCs is for the benefit of householders to recycle materials from the property for which they pay Council Tax. The appointment system is being introduced to reduce the amount of business waste being deposited at these sites, the disposal of which currently has to be covered by Worcestershire County Council.

The Household Recycling Centre's cannot accept any business waste. It is illegal for HRCs to accept any waste from businesses.

- Bulky Waste Collection

If the items are in good condition:

- Consider contacting [re-use organisations](#) in your area (normally a charity).
- Another good option is to place your bulky item on www.freecycle.org

Wychavon District Council offers a free collection service Check the [Bulky Waste List](#) to see what can be collected for free if the item is on the list. Each household is entitled to have one collection in each six-month period, between October 1st - March 31st and April 1st - September 30th. Some items such as fridges and freezers are not included on this list.

If the item is not on the list or you have used up your free collection entitlement, they can provide a chargeable collection. The cost of the service is **£17.50** per unit.

To book a bulky waste collection, please call 01386 760145

Typical items include:

- furniture, e.g. sofas, armchairs, beds, tables, desks, wardrobes (a 3-piece suite or a table & chairs counts as a single item)
- appliances, e.g. fridges, freezers, dishwashers, microwave ovens, tumble dryers, washing machines
- audio-visual equipment, e.g. stereo systems, televisions, CD/DVD players
- mattresses
- carpets and lino
- garden furniture, e.g. lawn mowers, spades, rakes
- bicycles
- large children's toys

items such as building materials, sheds/greenhouses, radiators, kitchen units/sink, tops car parts/batteries and bathroom suites will **not** be collected:

10. Public transport

10.0 Details of public transport

Your nearest train station is Cheltenham Spa and is located at the bottom of the map below. For further enquires and train times please contact the following;

Station info

High Street
Evesham
Worcestershire
WR11 4EQ

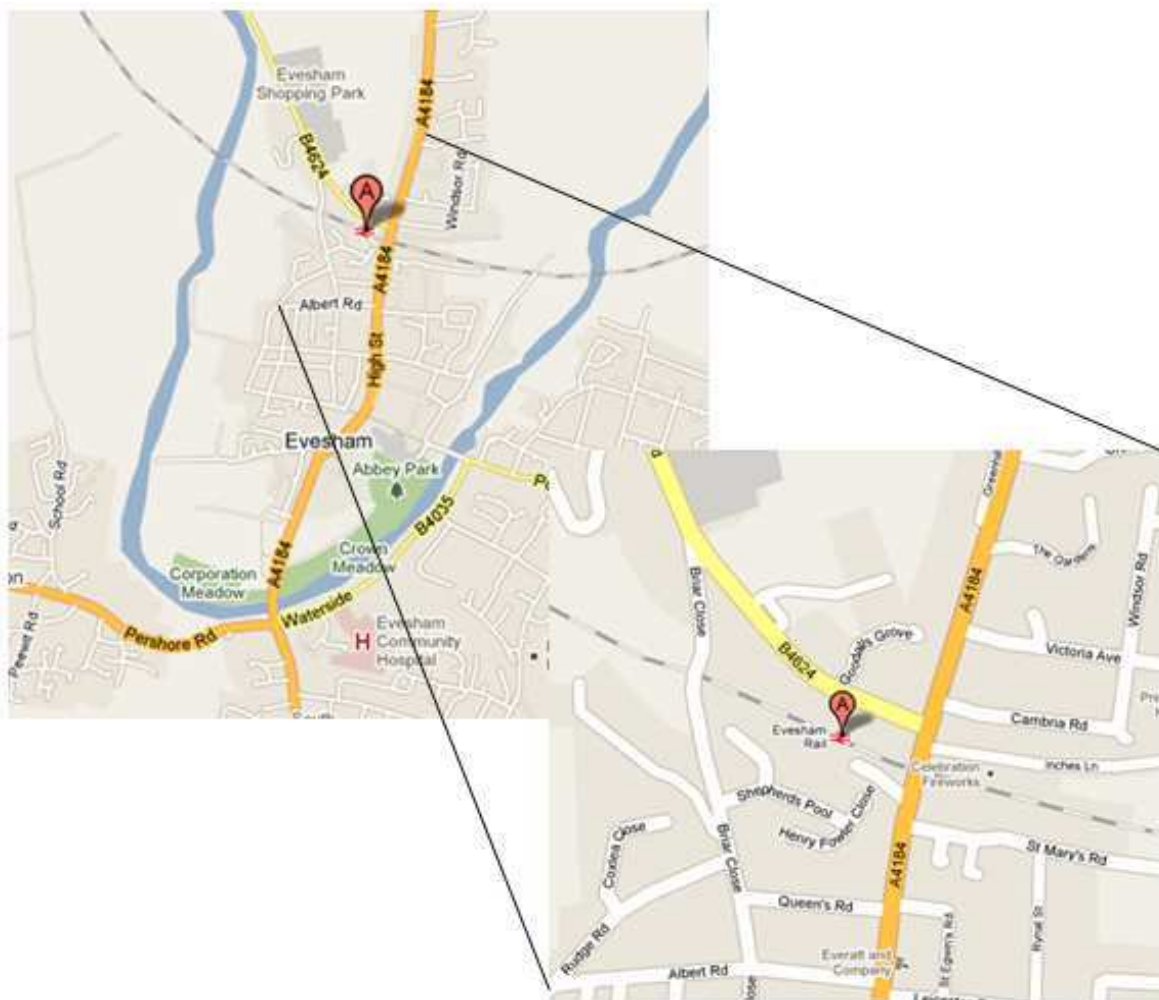
firstgreatwestern.co.uk

Buying tickets

nationalrail.co.uk

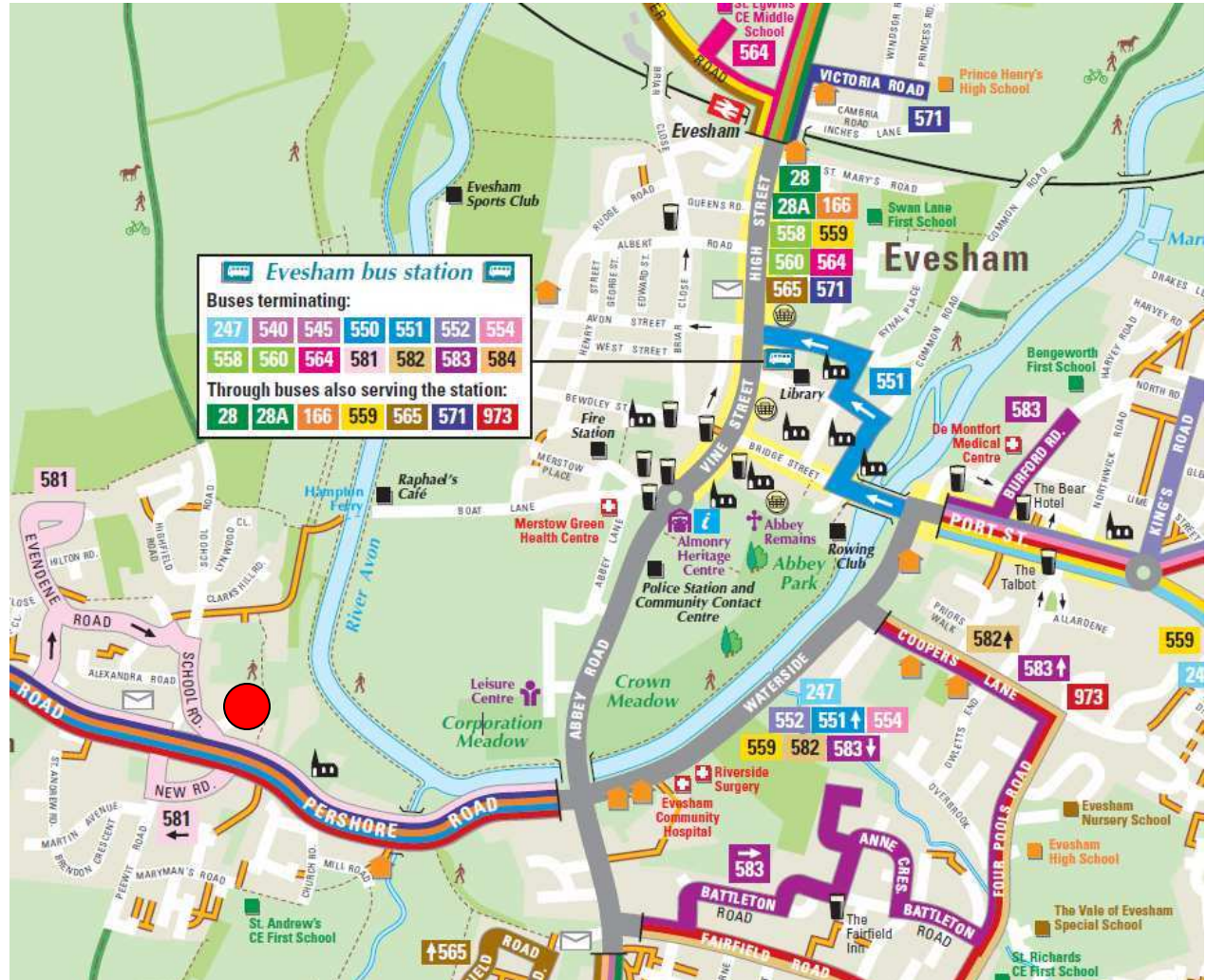
thetrainline.com

virgintrains.co.uk



Bus Route

There are several routes than are in close proximity to your home (red spot), all of which that operated within the Evesham area can be seen on the map below. To commute further afield you could direct link to the train station which will enable you to travel nationally.



10.1 Cycle paths

Evesham has some beautiful scenery, which makes an excellent backdrop for a bike ride. If you wanted to challenge yourself you could attempt to complete this mammoth 47 mile trip, but be warned it is not for the faint hearted. If you wanted something a little more leisurely you could always do a smaller section, each red marker is set at 2 miles.



For more information on cycling in the region please visit the following websites;

Cycle Routes

cycle-route.com

Sustrains.org.uk

cotswold.gov.uk

Cycle Clubs

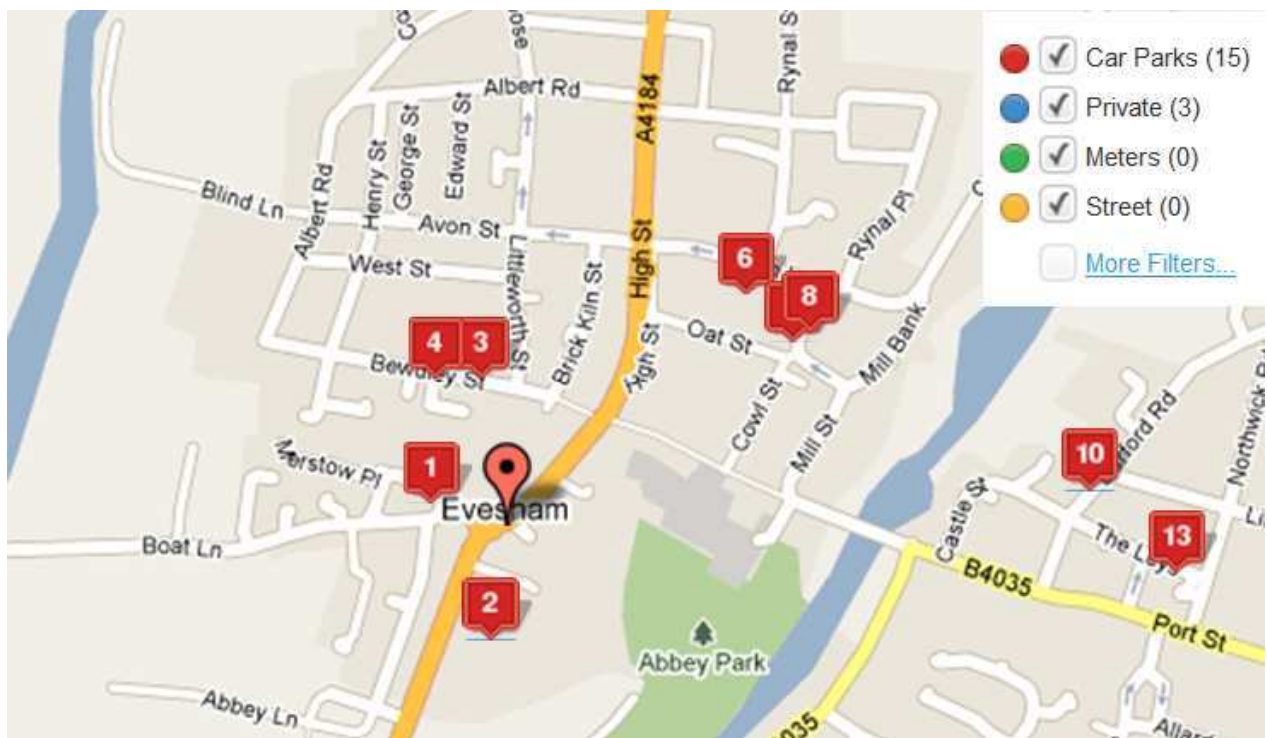
eveshamwheelers.org.uk

ctc.org.uk

10.2 Car parking, park & ride schemes and car hire

Public Car Park

Unfortunately there is not a park and ride scheme within close proximity to Evesham. However there is convenient parking located at the edge of the town at Merstow Green (number 1 on the map below). This car park has 91 spaces and is a short stay car park with a maximum stay of 3 hours.



Car Hire

Sixt Car Hire

Unit 14, St Richard Rd,
Evesham
WR11 1XJ

0844 248 6620

Sixt.co.uk

Evesham Self Drive

Herbery Lodge,
Blackminster Business
Park, Evesham,
WR11 7RE

01386 833700

UK Specialists Prestige Car Hire

Apex Self Drive
2 Croft Court,
Temple Grafton,
Warwickshire
B49 6PW

01789 491570

apexselfdrive.co.uk

11. Local Amenities

The following provides you with the locations of various amenities within the local area;

Allotments

The Town Council manages allotments at three sites in the town: Rynal Place, Common Road and Inches Lane. The current rental for an allotment is £30.00 per annum and you must be a resident of Evesham to be eligible for one.

At present, all allotments are let and there is a large waiting list but you are welcome to add your name to the waiting list by e-mailing: townclerk@eveshamtowncouncil.gov.uk

Once an allotment becomes available, you will be contacted by letter so please ensure that you update us if you move.

Schools

St Andrews C of E
Marymans Road,
Evesham, WR11
2QN

01386 41351
st-andrews.worcs.sch.uk



St. Andrew's CE First School
Hampton, Evesham

Swan Lane First School
Rynal Street,
Evesham, WR11
4QA

01386 446540
swanlanefirstschool.worcs.sch.uk

Evesham High School
Four Pools Road,
Evesham, WR11
1DQ

01386 442060
eveshamhigh.worcs.sch.uk

South Worcestershire College
Davies Road,
Evesham, WR11
1LP

01386 712 600
sworcs.ac.uk

Community Centre	Wallace House Community Centre Oat Street, Evesham, Worcestershire WR11 4PJ	01386 446580
GP surgeries	Merstow Green Medical Practice Medical Centre Abbey Lane Evesham, WR11 4BS	01386 765600
Play Areas	<ul style="list-style-type: none"> - Abbey Park, Evesham WR11 4ST - Charity Brook Park, WR11 1YZ - Crown Meadow, Evesham 	
Supermarket	Morrisons Davies Road, Evesham WR11 1FN	01386 49351
	Barnett C & Sons 7 Mansion Gardens, Evesham, WR11 1BX	01386 442498
Outdoor areas	Evesham Country Park	

Enjoy a great day out in a relaxed countryside setting where you'll discover an extensive garden centre, farm shop, courtyard shops, restaurant, miniature railway and animal sanctuary - all within a five minute drive from Evesham town centre.

Evesham Country Park, Evesham, Worcestershire, WR11 4TP

01386 41661
eveshamcountrypark.co.uk

Cotswold Farm Park



Whether you are looking for a great family day out, the opportunity to interact



act with our unrivalled collection of domestic rare breeds, or the chance to learn more about farming and conservation – we have been here to welcome you since 1971, and our visitors tell us the experience just keeps on getting better.

Cotswold Farm Park, Guiting Power, nr Cheltenham, Glos GL54 5UG

01451 850307

cotswoldfarmpark.co.uk

Place of Worship	St Andrew's Hampton Persore Road, Hampton, WR11 2PQ	01386 446381
Pharmacy	Superdrug Abbey Gate, Evesham, WR11 4BG	01386 446001
Leisure Centre	Evesham Leisure Centre Abbey Road, Evesham, WR11 4SU	01386 444212
Public House	The Crown Inn Waterside, Evesham, WR11 1JZ	01386 446151
News agents & Post Office	Hampton News & Post Office 102 Persore Road, Evesham, WR11 2PJ	01386 47777

Cash Points



For more cash points please visit the following; www.link.co.uk

12. Things to do

The Ark Animal Sanctuary - Wildlife visitor centre



The Ark Animal Sanctuary is located within 140 acres of beautiful Worcestershire countryside at Evesham Country Park, offering a wonderful day-out and animal experience for the whole family. Open from 10.30am daily, The Ark Animal Sanctuary is home to a wide variety of British and World wildlife, including Otters, Foxes, Meerkats, Racoons, Scottish Wild cats, along with a variety of reptiles, rare breed sheep and other farm animals.

01386 443 348

thearkanimalsanctuary.co.uk

Evesham Country Park,
Evesham,
Worcestershire,
WR11 4TP

Snowhill Manor and Gardens

Snowhill is no ordinary manor, as Charles Paget Wade was no ordinary Edwardian gentleman. Mr Wade embodied his family motto 'Let nothing perish', spending his life and inherited wealth amassing a spectacular collection of everyday and extraordinary objects. He bought each because of its colour, craftsmanship and design, restoring the ancient Cotswold manor house to display them. Laid out theatrically, the Manor is literally packed to the rafters with 22,000 or so unusual objects - from tiny toys to splendid suits of Samurai armour. The Manor is surrounded by an intriguing terraced hillside garden designed in the Arts & Crafts style.



Snowhill Manor,
Snowhill,
Gloucestershire ,
WR12 7JU

01386 852410

nationaltrust.org.uk

13. Responsible purchasing

Reduce the energy costs of running your white goods appliances

Apart from heating your home, the energy you use in your home is mostly used up by appliances so a lot of attention is being paid to making them use less energy. Although this is good for reducing bills and the environment, there is a much simpler and cheaper way to reduce costs.

To reduce the energy costs of running appliances you should make sure that your buying electricity and gas from one of the cheaper suppliers. Most people can save a significant amount of money each year – even if they've already changed suppliers before.

These savings can be far greater than the savings you could make by replacing an appliance with one that uses less energy. We do not need to get obsessive about constantly transferring to the cheapest energy supplier but it does make sense to at least check we are not paying way over the odds by keeping an eye on competitive tariffs.

organic food procurement/ food growing/ local produce

Word of Mouth Cafe

19-20 Vine Street, Evesham, WR11 4RL
01386 422259

Organic Farm Foods

Buckle St, Honeybourne, Evesham,
Worcestershire, WR11 7QH

01386 848 500



A café where you can not only enjoy a really good fresh coffee, homemade lemonade or local apple juice but if you have any kind of food allergy or intolerance you'll be able to eat happily.

14. Emergency information

In case of an emergency please dial **999**

14.0 Location of A&E and local minor injuries clinics

Hospitals

A&E Units

Worcestershire Royal Hospital
Charles Hastings Way
Worcester
Worcestershire
WR5 1DD

01905 763 333

Minor Injuries

Evesham Community Hospital
Waterside,
Evesham,
Worcestershire,
WR11 1JT

14.1 Location of police / fire station

Police

Evesham Police Station

Abbey Rd
Evesham
Worcestershire
WR11 4SR

0300 333 3000

westmercia.police.uk

Fire station

Gloucestershire Fire & Rescue

Merstow Green
Evesham
Worcestershire
WR11 4BD

01386 446388

hwfire.org.uk

14.2 Maintenance/Repair

If you have any maintenance requirements or require an urgent repair your point of contact is Cottsway Housing. The number below is operational 24hrs a day.

Evesham & Pershore Housing Association - 0800 0421 800.

15. Links, references and further information

If you would like any further information on this HUG or require an alternative format of the guide please contact the following;

Markey Construction

Unit Q1
Quadrant Distribution Centre
Quadrant Way
Hardwicke
Gloucester
GL2 2RN

01452 886 155

info@markeyconstruction.co.uk

Electronic versions can be found at the following address

www.markeyconstruction.co.uk

If you would like any further information on what has been covered in the guide please contact the following organisations

EPHA (Rooftop) Housing Association

70 High Street,
Evesham,
Worcestershire
WR11 4YD

01386 420800

info@rooftopgroup.org

rooftopgroup.org

Worcestershire County Council

Spetchley Road
Worcester
Worcestershire
WR5 2NP

01905 763763

evesham.shop@wychavon.gov.uk

worcestershire.gov.uk

Evesham Town Council

Abbey Road, Evesham,
Worcestershire,
England
WR11 4SB

01386 47070

evesham.uk.com

cheltenham.gov.uk

Sustrans
www.sustrans.org.uk

Recycle now
www.recyclenow.com

Cashpoints
www.link.co.uk

Postoffice
www.postoffice.co.uk

Energy saving trust
www.energysavingtrust.org.uk

WRAP
www.wrap.org.uk

Places to visit
www.upmystreet.com

16. Appendices

Composting

Getting Started - Tips for top compost

- Position your composter on bare soil, not concrete or decking. It should be easy to get to all year round.

Have a caddy in the kitchen to get you into the composting habit!

- Get a good mix of '**greens**' (e.g. vegetable peelings) and '**browns**' (e.g. scrunched up cardboard). Try to add equal layers of **greens and browns**, this will help create air pockets for the microbes that break the material down to breathe, speeding up the rotting process.
- Composting works best if you add lots of materials at once. Chop chunky items into small pieces to speed up the process. Make sure that your compost is moist but not wet. Add water if it's too dry. Cover and add dry material if it is to wet.

Young nettles are an excellent natural accelerator!

- Keep adding a good mix of materials. After nine months your compost should be ready - dark in colour and have an earthy smell. When done you will have a rich compost to improve the soil on your plant or vegetable beds - and all for free!



Start composting now!

At least 30% of your household waste could be composted.

Things you **CAN** put in your compost bin are:

Greens

- ✓ Grass cuttings
- ✓ Tea bags
- ✓ Coffee grounds and filters
- ✓ Leaves
- ✓ Spent bedding plants
- ✓ Old flowers
- ✓ Nettles
- ✓ Vegetable peelings
- ✓ Pond algae and seaweed

Browns

- ✓ Egg shells
- ✓ Fallen leaves
- ✓ Feathers
- ✓ Egg boxes
- ✓ Cereal boxes
- ✓ Corrugated cardboard
(scrunched up in small amounts)
- ✓ Newspaper (scrunched up)
- ✓ Toilet tubes
- ✓ Shredded confidential documents
- ✓ Corn cobs and stalks
- ✓ String
- ✓ Rabbit & guinea pig bedding

DO NOT COMPOST

- | | |
|---|--------------------------|
| ✗ Meat or any material prepared with meat | ✗ Cheese |
| ✗ Plate scrapings | ✗ Coal ash |
| ✗ Fish | ✗ Dog poo and cat litter |

Washing machines, washer-dryers and dishwashers

Further information

Related programmes

How well does the product perform?

The 'A-G' indicators here are similar to the main energy efficiency ratings and are based on European standards (the test cycle used is on the label): 'A' is the best performance and 'G' the worst. Using models with 'A' ratings for both energy efficiency and performance, together with lower than average water consumption, will save you the most money – as well as being the best for the environment.

Conserve water

To help you choose a water efficient model, the table below shows roughly how much water typical appliances use.

Washing machine:	30-100 litres per wash programme (based on a wash load capacity of 5kg)
Washer-dryer:	60-200 litres per wash and drying programme (based on a wash load capacity of 5kg)
Dishwasher:	10-30 litres per wash (based on an 8-place setting)
Dishwasher:	10-50 litres per wash (based on a 12-place setting)

Noise

Manufacturers don't have to provide information on noise. If shown, the lower the number, the quieter the appliance.

Light bulbs

In addition to the standard 'A-G' scale for energy efficiency, information on the packaging must include luminous flux (light output) of the light bulb in lumens, the input power of the light bulb in watts and the average rated life of the light bulb in hours.

No labels?

Ask your retailer first - he must, by law, provide this information. Local authorities in England, Wales and Scotland are responsible for enforcing the regulations that cover energy labels and similar energy information in mail order catalogues etc. Enforcement in Northern Ireland is the responsibility of the Trading Standards Service of the Department of Enterprise, Trade and Investment.

You can obtain contact details for your local Trading Standards Department by visiting www.tradingstandards.gov.uk and entering your postcode.



Save Energy

To find out more ways to save money on your energy bills and choose efficient appliances, visit

www.est.org.uk/myhome or call your local Energy Efficiency Advice Centre on 0800 512012 between 9am and 5pm Mondays-Fridays.

Market Transformation Programme

Energy labelling is supported via Defra's Market Transformation Programme. To find out more about this Programme, visit www.mtprog.com or call the Programme's helpline on 0845 600 8951.

Market Transformation Programme

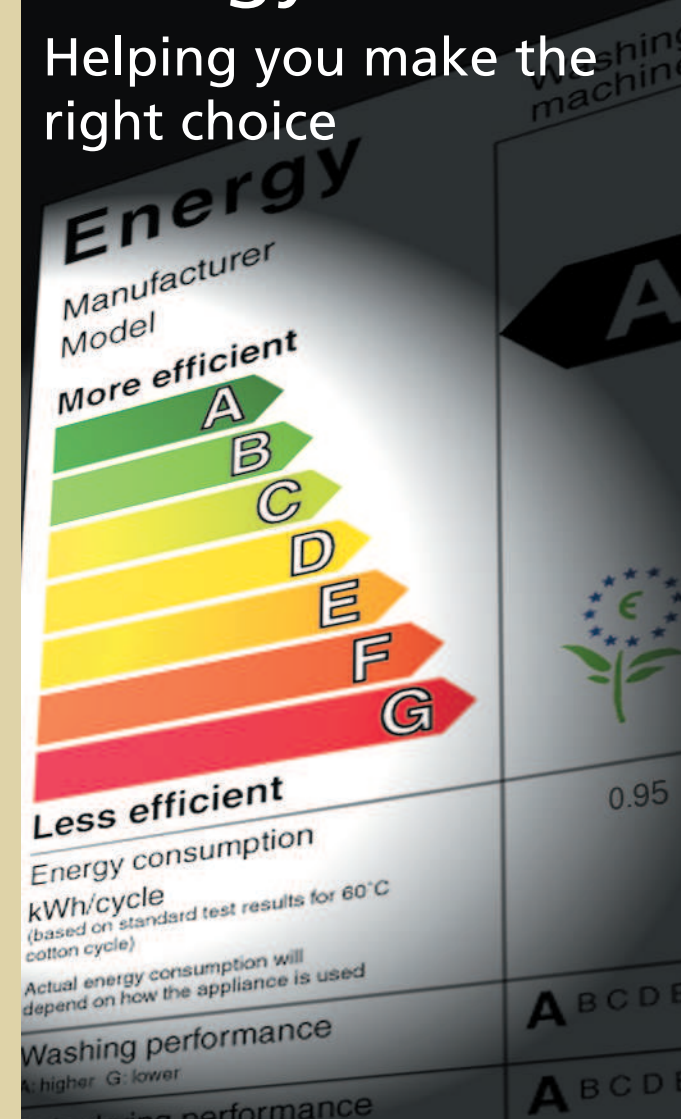
For further copies of this leaflet contact: DEFRA Publications, Admail 6000, London SW1A 2XX
Tel: 08459 556000

Printed on recycled paper containing 80% post consumer waste and 20% totally chlorine free pulp.
97EP0318/001A-EL PB7971

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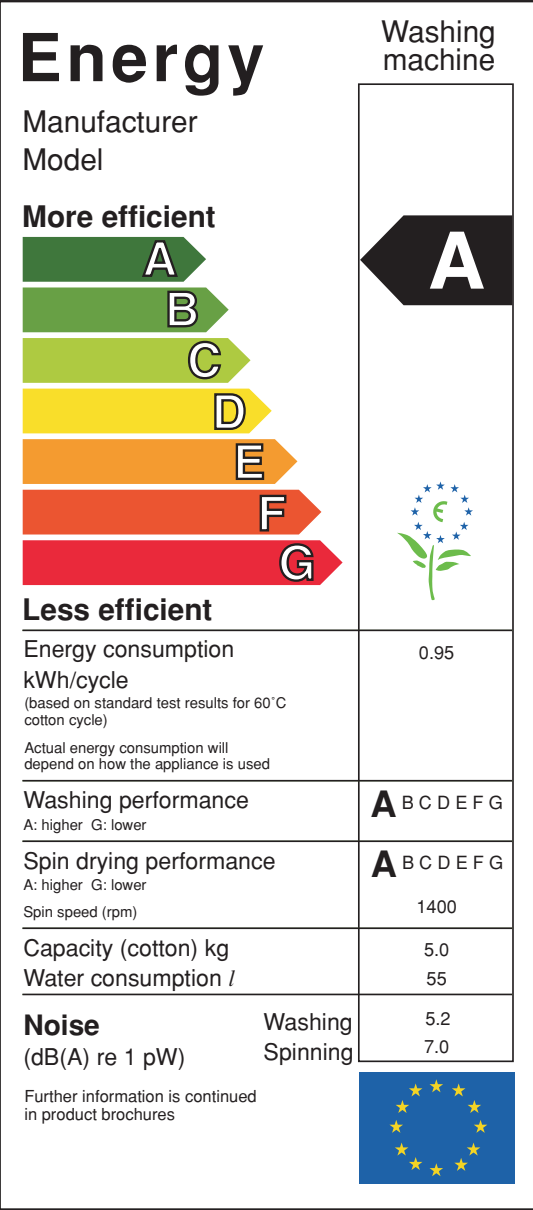
Energy Labels

Helping you make the right choice



About Defra
www.defra.gov.uk





By law, the European Community Energy Label must be displayed on all new household products of the following types displayed for sale, hire or hire-purchase:

- Refrigerators, freezers and fridge-freezer combinations
- Washing machines
- Electric tumble dryers
- Combined washer-dryers
- Dishwashers
- Lamps
- Electric ovens
- Air conditioners

Mail Order catalogues, Internet advertisements and manufacturers' literature must contain similar information. You should expect to be provided with this information wherever you buy or hire these products.

Product details

How to Use the Energy Label To Choose More Efficient Products and Save you Money

What you get for your money – Energy Efficiency
The more efficient the product, the less energy it needs and the more you get for your money. 'A' rated products are the most efficient and 'G' rated products the least efficient. The most efficient fridges and freezers can now be identified by new 'A+' and 'A++' markings on the large black arrow appearing against the green 'A' arrow.

How much will it cost to run – Energy Consumption
This tells you how much electricity the product uses, in kilowatt hours (kWh)*. Use the kWh figure to see how much electricity and money you might save if you chose a different model. Using less electricity is better for the environment and for your pocket.

** When you buy electricity, your supplier charges you for how many kWh or 'units' of electricity you use. A one bar electric fire uses 1kWh in one hour. A 100watt electric light bulb uses 1kWh in 10 hours' use (an energy-saving light bulb would go on for 40 hours on 1kWh of electricity!).*

Product details

Actual savings will, of course, depend on how you use the product and how much you pay for your electricity. You can also save money by running washing machines, washer-dryers and dishwashers only when you have a full load, using economy and low temperature settings, and spin-drying clothes well before you tumble dry; by ensuring that fridges and freezers are installed away from cookers and other sources of heat in accordance with the manufacturer's advice; and by switching off lights when not needed.

Manufacturer's name and product details
This confirms the manufacturer's name and model number - check that this is the same as the model you actually choose to buy.

The European Ecolabel
Some products are awarded the European Ecolabel which may appear on the label or elsewhere. The Ecolabel indicates that the product has been independently assessed and found to meet strict environmental criteria (considering more than just energy consumption), putting it among the best in its class.

